

CLERK OF THE COURT SUPERIOR COURT OF ARIZONA

Michael K. Jeanes
Clerk

MARICOPA COUNTY
Downtown Justice Center
620 W. Jackson, Suite 3017
Phoenix, Arizona 85003

(602) 506-3676
Fax - (602) 506-7684
TDD - (602) 506-3211

LIMITED ENGLISH PROFICIENCY PLAN FOR TITLE VI COMPLIANCE

I. Legal Basis and Purpose

This document serves as the plan for the Clerk of the Superior Court in Maricopa County (Clerk's Office) to support the Judicial Branch's efforts to provide to persons with limited English proficiency (LEP) services that are in compliance with the Presiding Judge of the Superior Court's obligations under Title VI of the Civil rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101-42.112) and Arizona Supreme Court Administrative Order 2011-96. The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Clerk's Office in Maricopa County.

This plan was developed to ensure meaningful access to court services for persons with limited English proficiency. Although court interpreters are provided for person with hearing loss, access services for them are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

II. Needs Assessment

A. Statewide Census Data

The State of Arizona provides court services to a wide range of people, including those who speak limited or no English. From a statewide perspective, the following languages were listed with the greatest number of speakers who spoke English less than "very well" in Arizona according to a Census report dated April 2010:

1. Spanish
2. Navajo
3. Chinese
4. Vietnamese
5. Arabic

B. Maricopa County Census Data

According to the Maricopa County Judicial Branch's review of the 2005-2009 American Community Survey through the United States Census, 72.1% of the County's population spoke "English only" at home. The remaining 27.9% of the population reported speaking a language other than English, of which 13.9% spoke English "less than very well." The Judicial Branch's Court Interpreter and Translation Services Department (CITS) indicated that Spanish and American Sign Language court interpreters are the most

commonly requested interpreters in the Judicial Branch. The following list shows the foreign languages that are most frequently used in this office's geographic area:

1. Spanish
2. Vietnamese
3. Arabic
4. Somali
5. Russian

C. Clerk's Office Data

Based on information provided by Clerk's Office supervisors and invoices from Language Line, the most frequently used foreign language is Spanish, comprising nearly all non-English language interactions. Language Line was used one time to assist customers in each of the following languages over a period of two years: Vietnamese, Bosnian and Arabic.

III. Language Assistance Resources

A. Determining the Need for an Interpreter

The Clerk's Office may determine whether an LEP customer needs an interpreter in various ways. The need for an interpreter may be identified by the LEP person or on the LEP person's behalf, by court staff, by Clerk's Office staff and by others.

When an interpreter need is identified and Clerk's Office staff become aware that the LEP person also has a pending court case, Clerk's Office staff are instructed to attach an interpreter flag to the person in the iCIS case management system.

B. Court Interpreter Listserv

Arizona's Administrative Office of the Courts (AOC) maintains a roster of individuals who indicate they have interpreting experience and have expressed interest in working in the courts. This roster is available to the Clerk's Office on the internet at <http://www.interpreters.courts.az.gov>.

C. Language Services Outside the Courtroom

The Clerk's Office is responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services from the Clerk's Office. This is perhaps the most challenging situation facing Clerk's Office staff, because in most situations they are charged with assisting LEP individuals without an interpreter present. LEP individuals may come in contact with Clerk's Office staff via the phone or the public counter.

To facilitate communication between LEP individuals and Clerk's Office staff, the Clerk's Office uses the following resources to the degree that resources are available:

- Bilingual employees
- "I Speak" cards, to identify the individual's primary language
- Telephonic interpreter services through Language Line
- Multilingual signage provided by the Judicial Branch in Maricopa County throughout court facilities
- Automated translation of the Clerk's website into a user-selected language
- Spanish language versions of court forms

D. Clerk's Office Staff Recruitment

The Clerk's Office is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP customers, including bilingual staff to serve at public counters and bilingual staff available on call to assist with contacts from LEP individuals as needed.

IV. Training

The Clerk's Office provided mandatory training in Title VI issues to administrators and supervisors beginning in 2008 and provided staff with reference guides and support materials for carrying out Title VI assistance. Support materials are available to Clerk's Office staff in paper and electronic formats. New employees receive an introduction to Title VI issues on the first day of their orientation and are provided instructions on how to use the Language Line. Within their six-month probationary period new staff must view the video of a Title VI session presented by consultant Bruce Adelson. In addition, the Clerk's training courses on cultural competency, professionalism, diversity, personalities, listening, customer service, communications, Human Resources basics and various manager training programs will include segments to explain and reinforce the importance of Title VI and the methods in place for meeting those obligations. The Clerk's Office will continue to monitor feedback indicating a lack of familiarity with Title VI and offer additional training opportunities intended to maintain awareness of LEP issues and the resources available to Clerk's Office staff to assist LEP individuals.

V. Public Notification and Evaluation of the Plan

A. Notification to the Public

The Clerk's Office's LEP plan will be forwarded to the AOC, posted on the Clerk's website and will be provided to the public upon request.

B. Annual Evaluation

The Clerk's Office will routinely assess whether changes to the LEP plan are needed. The plan may be changed or updated at any time but will be reviewed at least once each year.

Each year the Clerk or his designee will review the effectiveness of the Clerk's Office's LEP plan and update it as necessary. The evaluation will include identification of any problem areas and the development of corrective action strategies. Elements of the evaluation will include:

- Number of LEP services requested
- Assessment of current language needs to determine if additional services or translated materials should be provided
- Assessment of how well staff understand LEP policies and procedures and how to carry them out when appropriate
- Review of feedback from Clerk's Office staff training sessions
- Customer satisfaction feedback

To evaluate the necessary elements, Clerk's Office staff will document LEP requests for service, including the date of the request, date of service, the language provided and the provider; whether staff, Language Line or other.

Approved by:

/s/ Michael K Jeanes

Date: 5/21/12

Michael K. Jeanes,
Clerk of the Superior Court for Maricopa County